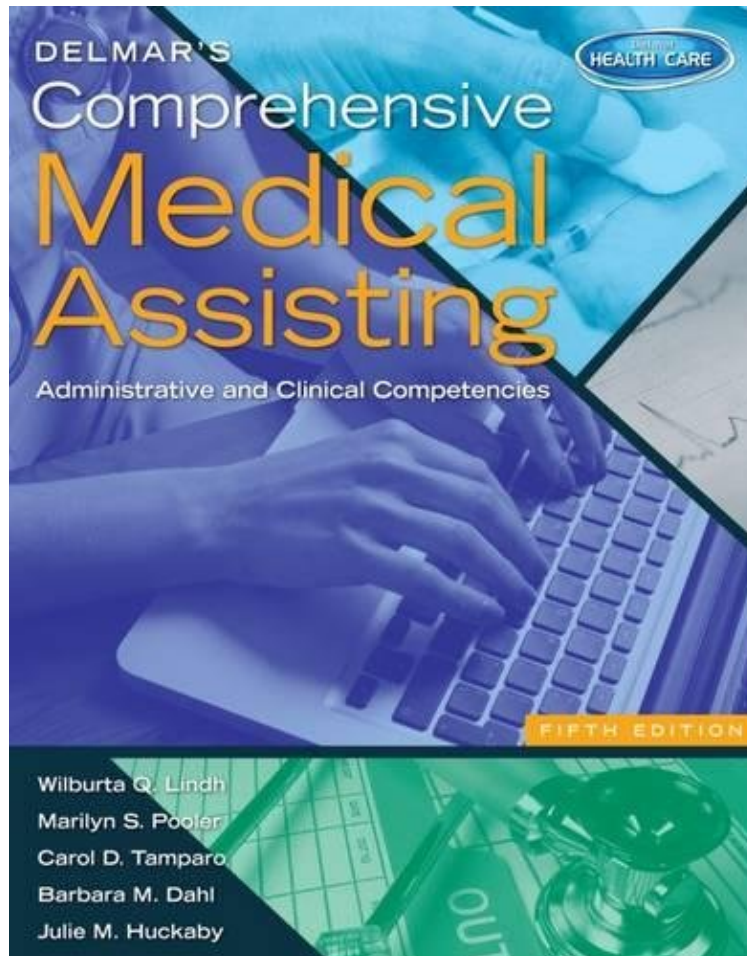


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Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies (with Premium Website Printed Access Card and Medical Office Simulation Software 2.0 CD-ROM)

Wilburta Q. Lindh, Marilyn Pooler, Carol D. Tamparo, Barbara M. Dahl, Julie Morris
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In today's dynamic health care environment, medical assistants are playing an increasingly important role. DELMAR'S COMPREHENSIVE MEDICAL ASSISTING: ADMINISTRATIVE AND CLINICAL COMPETENCIES, Fifth Edition, helps you gain the knowledge and skills needed to succeed in this rewarding, rapidly growing field. Known for its thorough coverage, extensive technical detail, and accurate, up-to-date content, this proven book covers clinical tasks such as taking patients' medical histories, recording vital signs, explaining procedures, and assisting care providers during exams, as well as administrative duties including managing patient information, electronic medical records (EMR), insurance documentation, billing, and bookkeeping. In addition, chapter material and learning objectives are clearly mapped to ABHES, CAAHEP, and MAERB competencies, with an increased focus on professionalism and personal effectiveness, to help you hone practical, real-world skills and prepare for certification. The guide also supports effective learning with a variety of online resources to help you make the most of your study time, including interactive quizzes for self-assessment and the popular Critical Thinking Challenge application.

Section I: GENERAL PROCEDURES. Unit 1: Introduction to Medical Assisting and Health Professions. 1. The Medical Assisting Profession. 2. Health Care Settings and the Health Care Team. 3. History of Medicine. Unit 2: The Therapeutic Approach. 4. Coping Skills for the Medical Assistant. 5. Therapeutic Communication Skills. 6. The Therapeutic Approach to the Patient with a Life-Threatening Illness. Unit 3: Responsible Medical Practice. 7. Legal Considerations. 8. Ethical Considerations. 9. Emergency Procedures and First Aid. Section II: ADMINISTRATIVE PROCEDURES. Unit 4: Integrated Administrative Procedures. 10. Creating the Facility Environment. 11. Computers in the Ambulatory Care Setting. 12. Telecommunications. 13. Patient Scheduling. 14. Medical Records Management. 15. Written Communications. 16. Medical. Unit 5: Managing Facility Finances. 17. Medical Insurance. 18. Medical Insurance Coding. 19. Daily Financial Practices. 20. Billing and Collections. 21. Accounting Practices. Section III: CLINICAL PROCEDURES. Unit 6: Integrated Clinical Procedures. 22. Infection Control and Medical Asepsis. 23. The Patient History and Documentation. 24. Vital Signs and Measurements. 25. The Physical Examination. Unit 7: Assisting with Specialty Examinations and Procedures. 26. Obstetrics and Gynecology. 27. Pediatrics. 28. Male Reproductive System. 29. Gerontology. 30. Examinations and Procedures of Body Systems. Unit 8: Advanced Techniques and Procedures. 31. Assisting with Office/Ambulatory Surgery. 32. Diagnostic Imaging. 33. Rehabilitation and Therapeutic Modalities. 34. Nutrition in Health and Disease. 35. Basic Pharmacology. 36. Calculation of Medication Dosage and Medication Administration. 37. Electrocardiography. Unit 9: Laboratory Procedures. 38. Regulatory Guidelines for Safety and Quality in the Medical Laboratory. 39. Introduction to the Medical Laboratory. 40. Phlebotomy: Venipuncture and Capillary Puncture. 41. Hematology. 42. Urinalysis. 43. Basic Microbiology. 44. Specialty Laboratory Tests. Section IV: PROFESSIONAL PROCEDURES. Unit 10: Office and Human Resources Management. 45. The Medical Assistant as Office Manager. 46. The Medical Assistant as Human Resources Manager. Unit 11: Entry into the Profession. 47. Preparing for Medical Assisting Credentials. 48. Employment Strategies. Appendix A: Common Medical Abbreviations and Symbols. Appendix B: Top 200 Brand Drugs for 2011 by Number of U.S. Prescriptions Dispensed. Appendix C: Occupational Analysis of the CMA (AAMA). Appendix D: Medical Assisting Task List. Appendix E: Software Support: The Critical Thinking Challenge and Medical Office. Simulation Software. Glossary of Terms. Glosario de Terminos. Index.About the AuthorMs. Lindh, CMA (AAMA) is Professor Emerita at Highline College in Des Moines, Washington, where she served as Program Director and a consultant to the Medical Assistant Program, and received the Outstanding Faculty Member of the Year award for reshaping the program. The co-author of several textbooks on medical assisting, Ms. Lindh conducted workshops and lectured at

events across the country during her tenure, and remains an active member of both the SeaTac Chapter of the American Association of Medical Assistants (AAMA) and the National American Association of Medical Assistants. Marilyn S. Pooler, RN, MEd, RMA(AMT), is a Professor in the Medical Assisting Department at Springfield Technical Community College, Springfield, Massachusetts. Marilyn has taught at Springfield for twenty years and previously served as chair of the Medical Assisting Department. She is on the certifying board of the AAMA task force for test construction and is a member of the executive board of the New England Association of Allied Health Educators. She is also a site surveyor for AAMA, reviewing medical assisting programs at schools and colleges seeking accreditation. Dr. Tamparo, PhD, CMA-A (AAMA) is the former Dean of Business and Allied Health at the Lake Washington Institute of Technology in Kirkland, Washington, and founder of the Medical Assistant Program at Highline College. The author and co-author of four texts for allied health professionals, she is also a member of the SeaTac American Association of Medical Assistants and the National American Association of Medical Assistants. Ms. Dahl, CMA (AAMA), CPC served as a tenured faculty member and coordinator for the Medical Assisting Program at Whatcom Community College in Bellingham, Washington, for more than 20 years. A credentialed CMA and CPC, she actively participated in the Whatcom County Chapter of Medical Assistants, Washington State Society of Medical Assistants, American Association of Medical Assistants (AAMA), Washington State Medical Assisting Educators, and American Academy of Professional Coders (AAPC). Ms. Dahl is currently consulting to organizations on medical management, personnel issues, curriculum development, and program accreditation, and as a medical assistant advocate. Ms. Morris, RN, BSN, CCMA, CMAA, CBCS has been involved in health care for more than four decades. After earning her Bachelor of Science in Nursing from Jacksonville State University, she went on to a career that included Director-level roles in case management, home infusion care, clinical education, and clinic management. Over the last ten years, Ms. Morris has honored her passion for education by instructing adults in allied health, eventually serving as Program Director, Externship Coordinator, and Director of Career Services. Currently, Ms. Morris devotes her career to curriculum development, integrating active learning in the classroom, and student engagement and success strategies. She is an active member of the Cobb Chapter of the American Association of Medical Assistants in Georgia.